**Objective:**

You will define business etiquette and suggest ways to improve it, in a variety of environments.

**Resources:**

Wikispaces, GCF, MS Word (input your information in your own way)

An organization, business, group, or institution to observe

**Introduction:**

*Have you ever been in a situation where you did not know how to behave or what to say or do?*

*Have you ever been offended someone without meaning to?*

Review the San Diego State University's Business Etiquette Quiz

<http://career.sdsu.edu/resources/tutorials/manners/index.html>

|  |  |  |  |
| --- | --- | --- | --- |
| Workplace Development -[Lesson 4: Business Etiquette](http://www.gcflearnfree.org/jobsuccess/4) | | | |
| Task Title | Point Value | Time | Description |
| Read through the lesson |  | 10 min. | Read the chapter. |
| Research Etiquette and Manners | 10 | 15 min | Find an article that interests you. Choose a subject that you want to know more about, or a personal weakness that you’d like to make strength. |
| Observation | 10 | Homework | Observe an organization, group, or business. |
| Total for Lesson 4 | 20 | 40 min. |  |

Pre**sentation!**

<http://www.emilypost.com/etipedia>

Choose one of the articles on Manners using the Emily Post Etipedia and give a 1 to 2 minute presentation to the class on what you discovered!

You are graded on the content of information presented. The fact that you talk about specific manners and why they are needed and how they can improve your future. .

Ob**servation!**

Write a reflection about your observation of business etiquette in our communities. You choose the organization, institution or group, make sure your clarify which area you are observing.

Use the information provided in this chapter to guide you.

**Background Info:**

Focus on "Do Some Research" on bottom of page 4.

*When at work (school), pay attention to the manners and habit of your supervisor (teachers), mentor (older peers), senior management (administration), and other key players (secretaries, custodians). If you are unsure about displaying proper etiquette, consider asking the leader in that situation for advice.*

**Manners expected in the Workplace -things to watch for and look at when observing -choose specific behaviors to watch for I have listed a few to get your started:**

1. How are the customers or clients treated?
2. How are the employees treated?
3. How is the administration or management or leaders treated?
4. How are the people dressed?
5. How do they answer their phones? Do they have phones?
6. (Come up with more behaviors that would be appropriate for the setting you choose.)
7. Courteous and respectful behavior should look like… (you finish)